

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| Applicant(s): | Eric Berg; Krishna Kilambi | | |
| Assignee: | Siebel Systems, Inc. | | |
| Title: | Method and Apparatus to Facilitate Development of a Customer-Specific Business Process Model | | |
| Application No.: | 10/602,260 | Filing Date: | June 23, 2003 |
| Examiner: | William V. Saindon | Group Art Unit: | 3623 |
| Docket No.: | OIC0050US | Conf. No. | 1943 |

Austin, Texas
July 10, 2009

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO NON-FINAL OFFICE ACTION

Dear Sir:

This paper is responsive to the Office Action dated March 10, 2009, having a shortened statutory period expiring on June 10, 2009. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

No Amendments to the Specification or Drawings are presented in this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page **2** of this paper.

Remarks begin on page **13** of this paper.